

FIG. 4

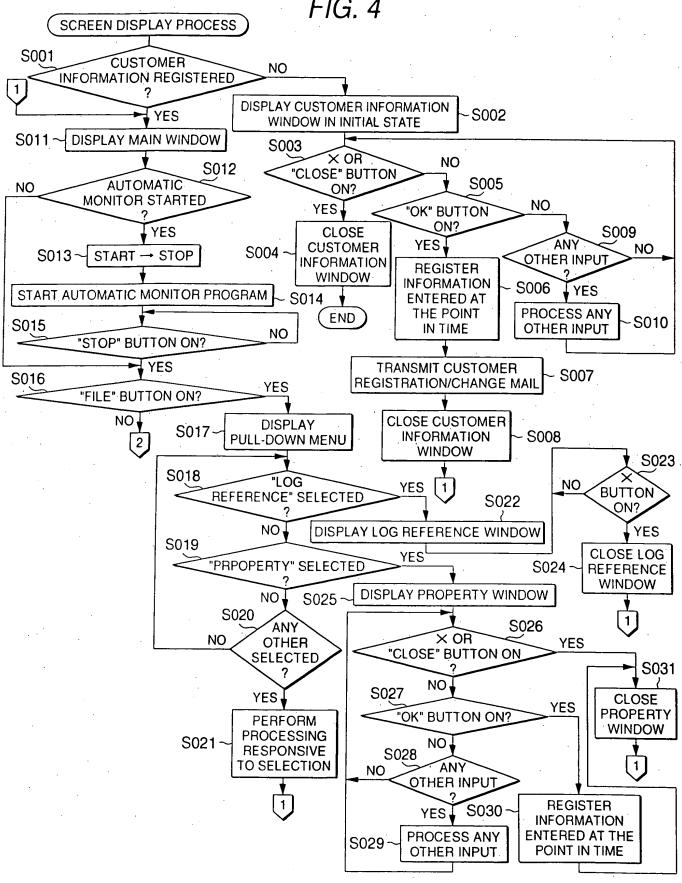
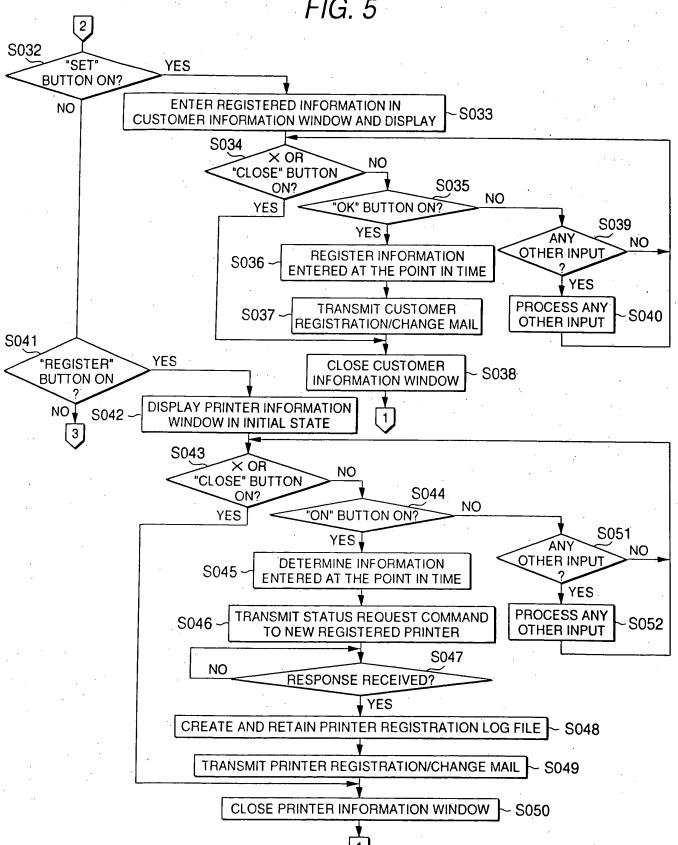


FIG. 5



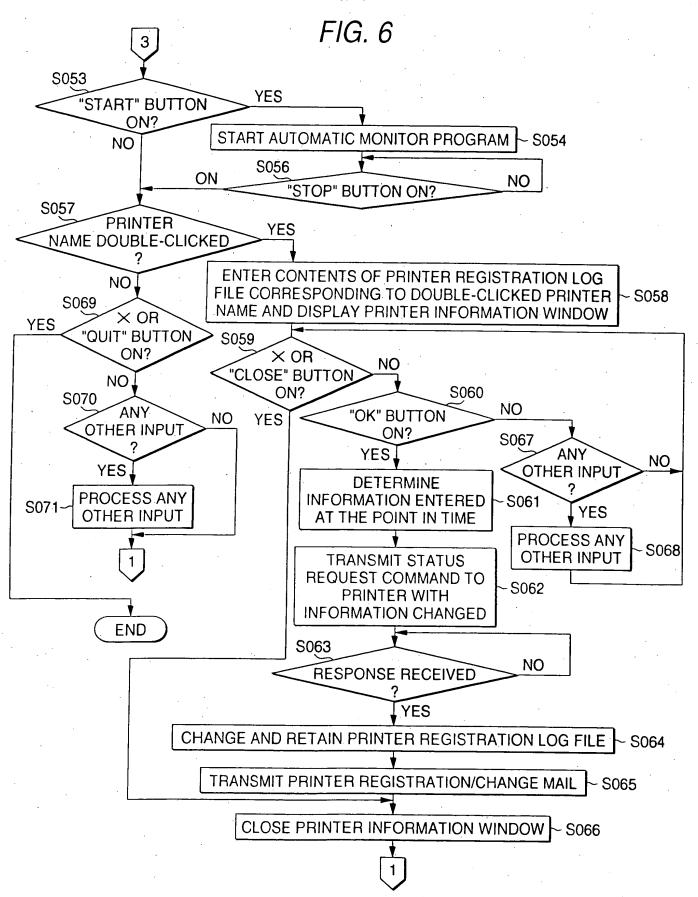


FIG. 7

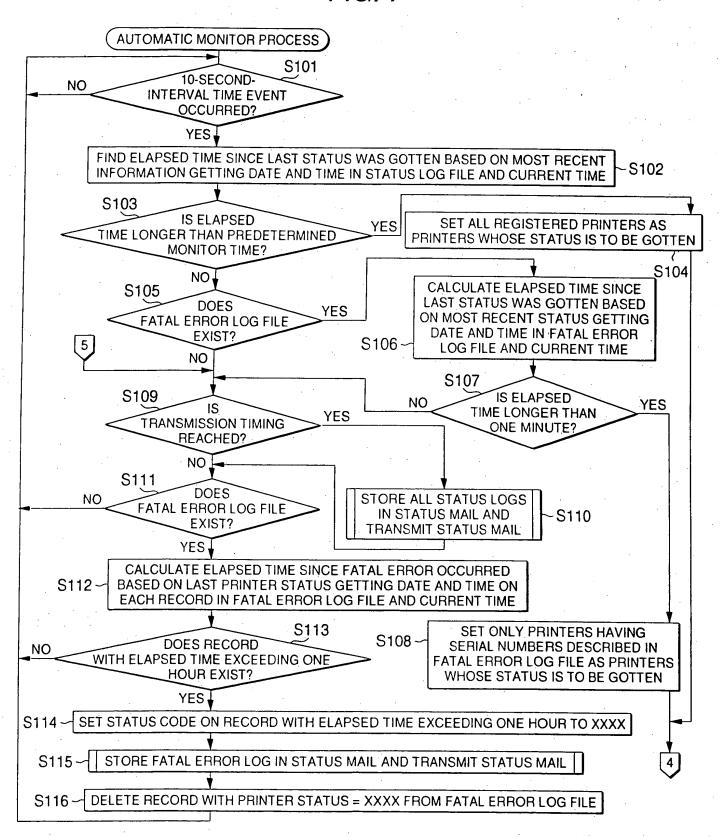


FIG. 8

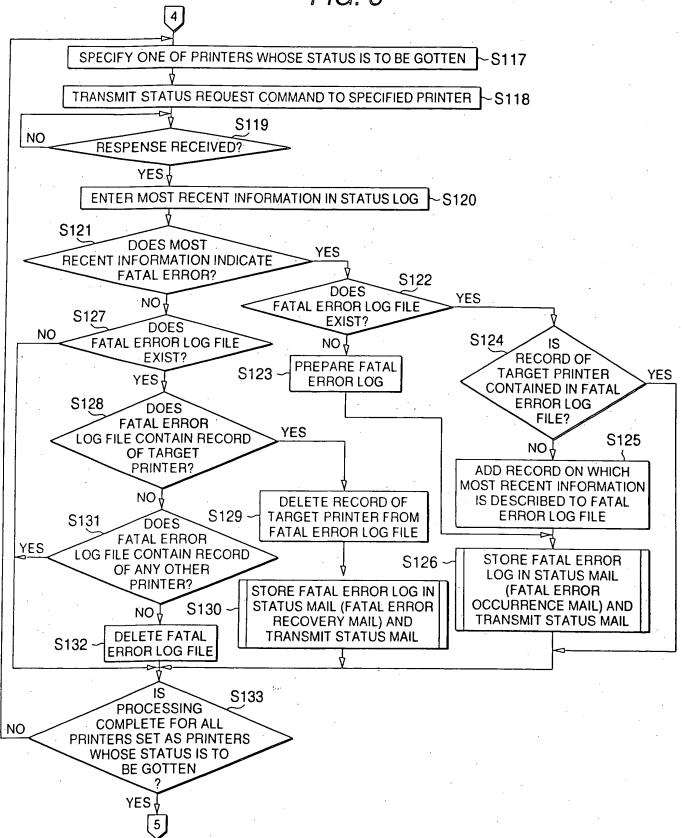


FIG. 9

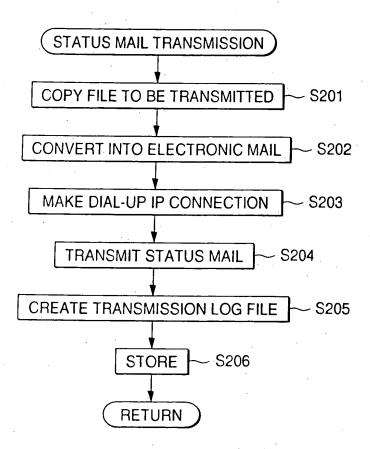
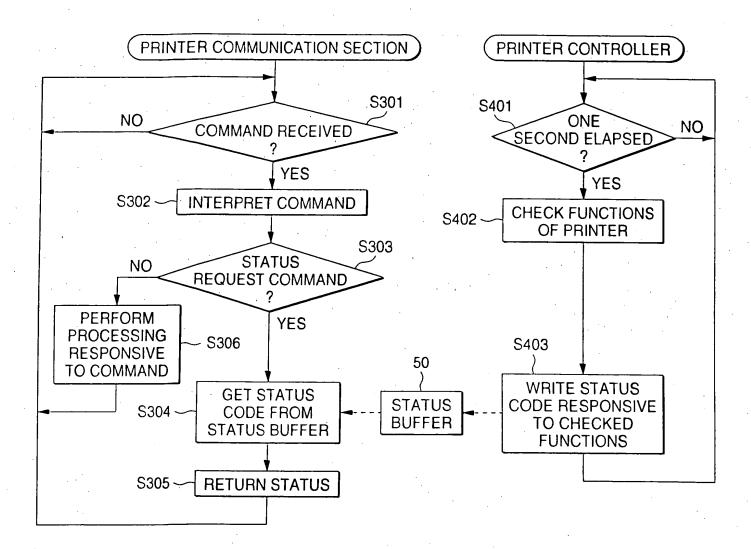


FIG. 10



CUSTOMER INFORMATION	X
AGENCY MAIL ADDRESS ———————————————————————————————————	
aspa@xxxxxxxx.jp	ÖK
✓ TRANSMIT ALSO TO EPSON: aspa@xxxxxxxx.jp	CLOSE
CUSTOMER INFORMATION	
CUSTOMER NAME: OXACORPORATION	IMPORT
ADDRESS: MATSUMOTO CITY, NAGANO	EXPORT
TEL NO.: 0263 - 12 - 3456 FAX NO.: 0263 - 12 - 3456	
ADMINISTRATOR: TARO SHINANO	-
MAIL ADDRESS: aspa@xxxxxxxx.jp	
REMARKS:	
	-
STATUS TRANSMISSION	
INTERVAL SPECIFICATION: [2] HOURS [0] MINUTES	•
O TIME SPECIFICATION: 2 HOURS 0 MINUTES	

MAIL HEADER FORMAT

φ5

ITEM	MESSAGE				
Subject	CDS CustomerMessage				

MAIL TEXT FORMAT

CUSTOMER NAME BEFORE CHANGE	CUSTOMER NAME BEFORE CHANGE (BLANK FOR NEW CUSTOMER)			
CUSTOMER NAME AFTER CHANGE	CUSTOMER NAME AFTER CHANGE (DITTO FOR NEW CUSTOMER)			
ADDRESS 1	CUSTOMER ADDRESS 1			
ADDRESS 2	CUSTOMER ADDRESS 2			
TEL 1, TEL 2, TEL 3	CUSTOMER TELEPHONE NUMBER			
FAX 1, FAX 2, FAX 3	CUSTOMER FAX NUMBER			
ADMINISTRATOR	CUSTOMER ADMINISTRATOR			
MAIL ADDRESS	MAIL ADDRESS OF AGEN UNIT ADMINISTRATOR			
REMARKS	REMARKS			
UPDATE DATE AND TIME	LAST UPDATE DATE AND TIME IN AGENT UNIT			



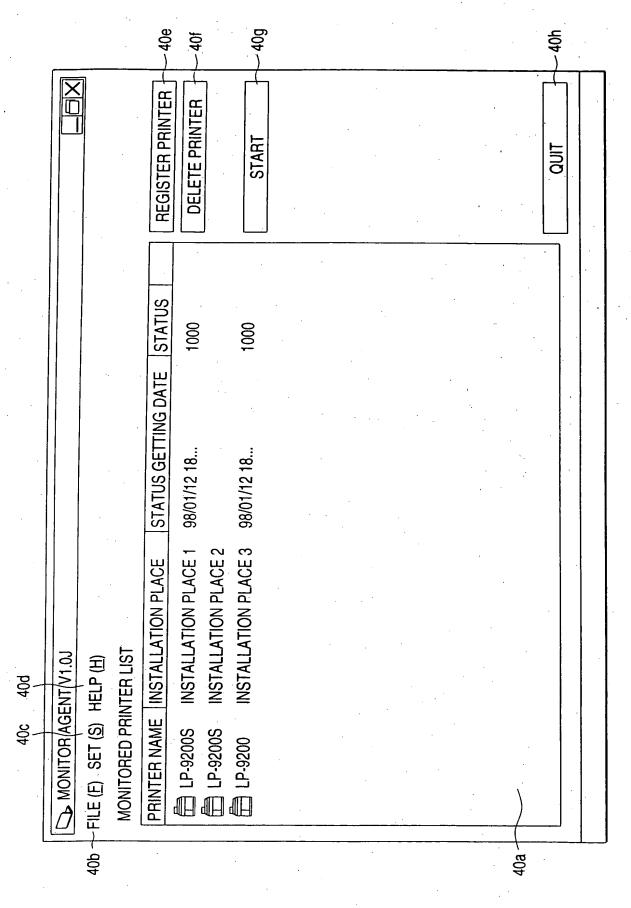


FIG. 14

□ LOG REFERENCE	
aspa@xxxxxxxxxxxxx97/10/31 19:39:00.0 aspa@xxxxxxxxxxxxx97/10/31 19:41:53.0 aspa@xxxxxxxxxxxxxx97/10/31 19:48:40.0 aspa@xxxxxxxxxxxxxxx97/10/31 19:49:39.0	۵
aspa@xxxxxxxxxxxxxx97/10/31 19:50:49.0 aspa@xxxxxxxxxxxxx97/10/31 19:52:42.0 aspa@xxxxxxxxxxxxxxx97/10/31 19:54:47.0 aspa@xxxxxxxxxxxxxxxx97/10/31 19:56:50.0 aspa@xxxxxxxxxxxxxxxxxx97/10/31 19:58:53.0	
aspa@xxxxxxxxxxxxx97/10/31 20:00:56.0 aspa@xxxxxxxxxxxx97/10/31 20:02:58.0 aspa@xxxxxxxxxxxxx97/10/31 20:05:00.0 aspa@xxxxxxxxxxxxxx97/10/31 20:07:03.0	
aspa@xxxxxxxxxxxxx97/10/31 20:09:06.0 aspa@xxxxxxxxxxxx97/10/31 20:11:09.0 aspa@xxxxxxxxxxxxxx97/10/31 20:13:12.0	D

FIG. 15

□ PROPERTY	X
MONITOR ————————————————————————————————————	ОК
PRINTER MONITOR INTERVAL: HOURS 1 MINUTES	CLOSE
MONITOR ITEMS: © ERROR O ALL	
LOG —	· .
TRANSMISSION LOG MAXIMUM SIZE: 100 kByte	

→ PRINTER INFORMATION	X
MONITORED PRINTER IP ADDRESS: 192 168 1 52	OK
PRINTER S/N: 222222221	CLOSE
PRINTER INSTALLATION PLACE: INSTALLATION PLACE 1	
PRINTER INFORMATION	
MANUFACTURER: EPSON	
PRODUCT NAME: LP-9200S	
PRINTER TYPE: PAGE	
1	

12c

IP ADDRESS	IP ADDRESS OF PRINTER
SERIAL NUMBER	SERIAL NUMBER OF PRINTER MONITORED BY AGENT UNIT EXAMPLE: AAX0027122
PRINTER INSTALLATION PLACE	INSTALLATION PLACE OF PRINTER
PRINTER MANUFACTURER NAME	MANUFACTURER NAME OF PRINTER
MODEL NAME	PRINTER NAME
PRINTER TYPE	PAGE: PAGE PRINTER COLOR PAGE: COLOR PAGE PRINTER
MONITOR FLAG	DETERMINATION AS TO WHETHER OR NOT PRINTER IS TO BE MONITORED 0: NOT MONITOR 1: MONITOR
DATE AND TIME	DATE AND TIME AT WHICH STATUS WAS GOTTEN
STATUS CODE	CURRENT STATUS CODE

FIG. 18

MAIL HEADER FORMAT

	·
ITEM	MESSAGE
Subject	CDS PrinterMessage

MAIL TEXT FORMAT

WAIL TEXT TO	רואונו								_			
"SERIAL NUM BEFORE CHA				. —	IST	"PRINT ALLATIC		ACE'	,		NTER ME"	,
"PRINTER TYPE"	,	"CUSTOMER NAME"	,	"ADDRESS 1"	,	"ADDR	ESS	,	"TE	L 1"	,	
"TEL 2"	,	"TEL 3"		"FAX 1	11 '	,		4X 2'		,		
"FAX 3"	,	"ADMINIS- TRATOR"	,	"MAIL ADD	RE	SS",	"F	REMA	ARKS'	٠ ,		
"LIPDATE DATE	:]					٠.						

"UPDATE DATE	
AND TIME"	¥n

12a)

FIELD NAME	DESCRIPTION
CUSTOMER MAIL ADDRESS	MAIL ADDRESS OF CUSTOMER HAVING PRINTER WHOSE STATUS WAS GOTTEN
INFORMATION GETTING DATE AND TIME	DATE AND TIME AT WHICH MONITOR AGENT MONITORED FORMAT: EXAMPLE: 1997/09/30 13:39:17
S/N	SERIAL NUMBER OF PRINTER
PRINTER STATUS	STATUS CODE OF PRINTER MONITORED BY MONITOR AGENT
TONER REMAINING AMOUNT	TONER REMAINING AMOUNT (%) IN PRINTER STATUS
INK REMAINING AMOUNT 1	INK REMAINING AMOUNT (%): BLACK
INK REMAINING AMOUNT 2	INK REMAINING AMOUNT (%): CYAN
INK REMAINING AMOUNT 3	INK REMAINING AMOUNT (%): MAGENTA
INK REMAINING AMOUNT 4	INK REMAINING AMOUNT (%): YELLOW
WASTE TONER	WASTE TONER BOX USE AMOUNT
OIL ROLL	OIL ROLL REMAINING AMOUNT
PHOTOSENSITIVE UNIT REMAINING LIFE	REMAINING LIFE OF POHOTOSENSITIVE UNIT IN PRINTER STATUS
TOTAL NUMBER OF PRINT SHEETS	TOTAL NUMBER OF PRINT SHEETS
IN TERMS OF MONOCHROME PRINT	TOTAL NUMBER OF PRINT SHEETS IN TERMS MONOCHROME PRINT
COLOR RATIO	COLOR PRINT RATIO

	Z1,	3x Z13	3y 28 Z13z
	ERROR LEVEL	CODE)	DISPLAY STATUS MESSAGE
E1-	× Fatal Error	> 6000 XXXX	SERVICE CALL ERROR FATAL ERROR CONTINUES FOR ONE HOUR OR MORE
E2-	(i) Waning	2001 2002 2003 3000 3001 3004	TONER IS GETTING LOW PRINT WITH SOME OMISSION BECAUSE OF MEMORY SHORTAGE MEMORY SHOULD BE ADDED PRINT OVERRUN MEMORY SHORTAGE MEMORY FOR PRINTING REAR SIDE IS INSUFFICIENT
. *		4001 4003 4008 4009 4012 4014 4017	TONER OUT IC CARD OR DIMM WRITE RESULTED IN FAILURE PAPER JAM PAPER FEED ERROR PAPER JAM IN PAPER DISCHARGE SECTION UNAVAILABLE OPTION TYPE B INTERFACE CARD IS MOUNTED PAPER JAM IN DOUBLE-SIDED UNIT
E3-	<u>Information</u>	1000 1001	IDLE (PRINTABLE) UNPRINTABLE
		1002 1003 1004 1005 1006 1007	JOB EXECUTION (PRINTABLE) JOB CANCEL RESET PROCESSING IC CARD OR DIMM WRITE ENGINE WARMING UP POWER SAVE MODE
		1008 1009 1010 1012 2000	FORCIBLE PAPER DISCHARGE ENGINE PRINT OPERATION TEST PRINT INACTIVE INTERFACE WRITABLE, BUT UNFORMATTED IC CARD OR DIMM IS INSERTED
		2004 2005 2007 3003	PASSED PAPER SIZE AND SIZE OF PAPER TO BE ATTEMPTED TO PRINT DO NOT MATCH DOUBLE-SIDED PRINT IS CANCELED PCMCIA CARD BACKUP POWER BATTERY HAS INSUFFICIENT CAPACITY PAPER SIZE SET TO SHEET FEEDER AND SIZE OF PAPER TO BE
		4004	ATTEMPTED TO PRINT DO NOT MATCH TONER CARTRIDGE IS NOT SET PRINTER COVER IS OPEN UNAVAILABLE IC CARD, CARTRIDGE OR DIMM IS INSERTED IC CARD OR CARTRIDGE IS INSERTED OR EXTRACTED IN INSERTION/ EXTRACTION INHIBIT MODE
		4010 4011 4013	PAPER CASSETTE IS NOT SET NO PAPER PAPER FEED ERROR OR NO PAPER PAPER THAT CANNOT BE PRINTED IN PORTRAIT ORIENTATION IS SET IN PORTRAIT ORIENTATION DOUBLE SIDER LINIT COVER IS OREN
·		4016 4018 4019	DOUBLE-SIDED UNIT COVER IS OPEN MISMATCH BETWEEN PASSED PAPER SIZE AND SIZE OF PAPER TO BE ATTEMPTED TO PRINT IN DOUBLE-SIDED PRINT MODE UNAVAILABLE Localtalk/serial Module IS MOUNTED PCMCIA CARD BACKUP BATTERY OUT COMMUNICATION ERROR OCCURRED IN SERIAL I/F
	i Information		MISCELLANEOUS ERROR THIS ERROR OCCURS IF PRINTER POWER IS OFF OR ASP MONITOR AGENT DOES NOT NORMALLY OPERATE.

12d }

INFORMATION GETTING DATE AND TIME	DATE AND TIME AT WHICH FATAL ERROR OCCURRED. USED AS ONE-HOUR CONTINUATION DETERMINATION. FORMAT: EXAMPLE: 97/09/30 PM1:39:17
PRINTER SERIAL NUMBER	SERIAL NUMBER OF PRINTER MONITORED BY AGENT UNIT EXAMPLE: AAX0027122
IP ADDRESS	IP ADDRESS OF PRINTER TO BE MONITORED FOR ONE-HOUR CONTINUATION
PRINTER TYPE	PAGE: PAGE PRINTER COLOR PAGE: COLOR PAGE PRINTER
STATUS CODE	STATUS CODE WHEN FATAL ERROR OCCURRED

MAIL HEADER FORMAT

ITEM		MESSAGE
i	Subject	CDS Message: Mail Address

MAIL TEXT FORMAT

FIELD NAME	DESCRIPTION
CUSTOMER MAIL ADDRESS	MAIL ADDRESS OF CUSTOMER HAVING PRINTER WHOSE STATUS WAS GOTTEN
INFORMATION GETTING DATE AND TIME	DATE AND TIME AT WHICH MONITOR AGENT MONITORED FORMAT: EXAMPLE: 1997/09/30 13:39:17
S/N	SERIAL NUMBER OF PRINTER
PRINTER STATUS	STATUS CODE OF PRINTER MONITORED BY MONITOR AGENT
TONER REMAINING AMOUNT	TONER REMAINING AMOUNT (%) IN PRINTER STATUS
INK REMAINING AMOUNT 1	INK REMAINING AMOUNT (%): BLACK
INK REMAINING AMOUNT 2	INK REMAINING AMOUNT (%): CYAN
INK REMAINING AMOUNT 3	INK REMAINING AMOUNT (%): MAGENTA
INK REMAINING AMOUNT 4	INK REMAINING AMOUNT (%): YELLOW
WASTE TONER	WASTE TONER BOX USED AMOUNT
OIL ROLL	OIL ROLL REMAINING AMOUNT
PHOTOSENSITIVE UNIT REMAINING LIFE	REMAINING LIFE OF POHOTOSENSITIVE UNIT IN PRINTER STATUS
TOTAL NUMBER OF PRINT SHEETS	TOTAL NUMBER OF PRINT SHEETS
IN TERMS OF MONOCHROME PRINT	TOTAL NUMBER OF PRINT SHEETS IN TERMS OF MONOCHROME PRINT
COLOR RATIO	COLOR PRINT RATIO

TRANSMISSION DESTINATION MAIL ADDRESS	MAIL ADDRESS OF CONSOLE UNIT TO WHICH MAIL IS TO BE TRANSMITTED EXAMPLE: aspc@xxx.xxx.co.jp
SERIAL NUMBER	SERIAL NUMBER OF PRINTER MONITORED BY AGENT UNIT EXAMPLE: AAX0027122
TRANSMISSION DATE AND TIME	DATE AND TIME AT WHICH AGENT UNIT TRANSMITTED STATUS EXAMPLE: 97/09/30 PM 1:39:17
TRANSMISSION STATUS	MAIL TRANSMISSION STATUS 0: NORMAL, NOT 0: ERROR

FIG. 24

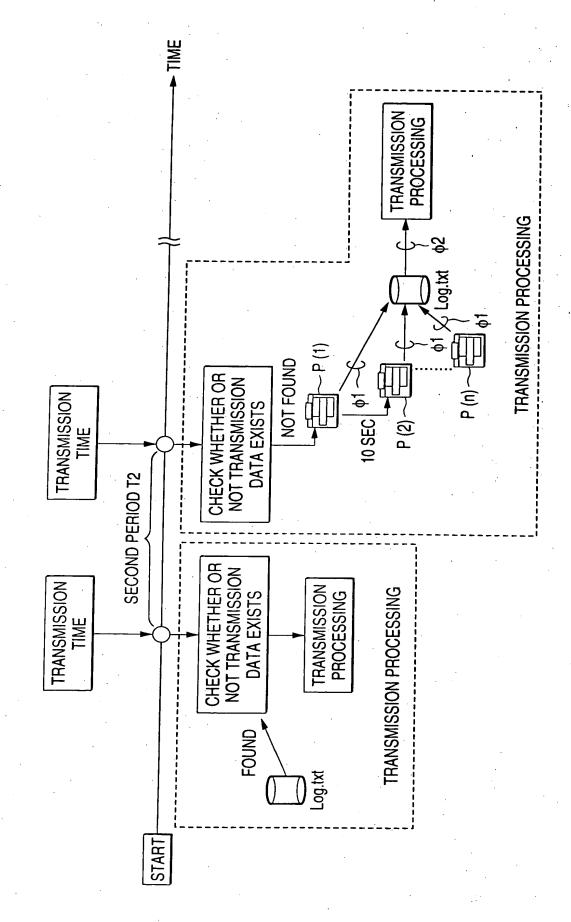


FIG. 25

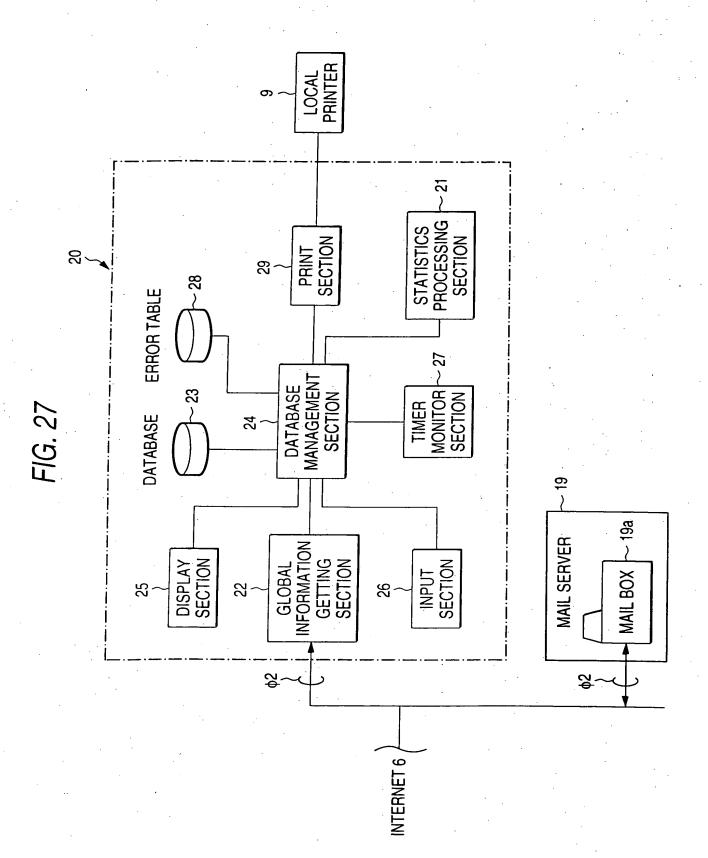


FIG. 28A

TABLE NAME	FIELD NAME	ATTRIBUTE	SIZE	DESCRIPTION
AGENT				MONITOR AGENT INSTALLATION AGENCY
INFORMATION	COMPANY NAME	Text	100	NAME
	INSTALLATION DATE	Date/Time	8	MONITOR AGENT INSTALLATION DATE AND TIME
	TEL NUMBER	Text	20	AGENCY TELEPHONE NUMBER
	FAX NUMBER	Text	20	AGENCY FAX NUMBER
	ADMINISTRATOR	Text	100	PERSON IN CHARGE OF ADMINISTRATING MONITOR AGENT
	REMARKS	Text	255	REMARKS INFORMATION
	MONITOR INTERVAL	Number	4	RECEPTION PARTY ADDRESS RECEPTION INTERVAL OF MAIL SENT FROM CUSTOMERS
	NON-RECEPTION DETERMINATION CRITERION	Number	1	TIMER SPECIFICATION OR INTERVAL SPECIFICATION FOR NON-RECEPTION DETERMINATION
	NON-RECEPTION DETERMINATION	Number	4	NON-RECEPTION DETERMINATION TIME
	SYSTEM LOG SIZE	Number	4	NUMBER OF RECORDS TO DISPLAY PAST INFORMATION OF PRINTER STATUS
CUSTOMER	CUSTOMER CODE	Number	4	CODE ASSIGNED BY SYSTEM
INFORMATION	COMPANY NAME	Text	100	CUSTOMER NAME
	CUSTOMER PILOT TEL NUMBER	Text	20	PILOT TEL NUMBER OF CUSTOMER
	CUSTOMER PILOT FAX NUMBER	Text	20	PILOT FAX NUMBER OF CUSTOMER
	ADDRESS 1	Text	255	CUSTOMER ADDRESS 1
	ADDRESS 2	Text	255	CUSTOMER ADDRESS 2
	REPRESENTATIVE	Text	100	CUSTOMER REPRESENTATIVE
•	E-MAIL ADDRESS	Text	128	MAIL ADDRESS OF MACHINE IN WHICH MONITOR AGENT IS INSTALLED
	ADMINISTRATOR MAIL ADDRESS	Text	128	MAIL ADDRESS OF MONITOR AGENT ADMINISTRATOR
	LAST UPDATE DATE AND TIME	Date/time	8	INFORMATION UPDATE DATE AND TIME
	REMARKS	Text	255	REMARKS INFORMATION
	ERROR LEVEL	Text	1	MOST RECENT STATUS A: Fatal B: Warning C: Information D: Default
	AGENCY MEMO	Memo		AGENCY MEMO IS STORED
	TRANSMISSION SETTING	Text	1	INTERVAL SPECIFICATION OR TIME SPECIFICATION FOR TRANSMISSION
	TRANSMISSION DAY UNITS	Text	1	DAY INTERVALS OF INTERVAL SPECIFICATION TRANSMISSION
	TRANSMISSION TIME	Text	1	TRANSMISSION TIME
	TRANSMISSION INTERVAL	Number	4	TRANSMISSION INTERVAL PRINTER INFORMATION

FIG. 28B

PRINTER	S/N	Text	10	SERIAL NUMBER OF PRINTER
INFORMATION	CUSTOMER CODE	Number	4	EXTERNAL REFERENCE TO CUSTOMER CODE IN CUSTOMER INFORMATION
	PRINTER NAME	Text	40	PRINTER NAME
	PRINTER TYPE	Text	10	PRINTER TYPE: PAGE, SIDM_1, SIDM_2, INJ_1, INJ_2, NO TYPE
	ADMINISTRATION DEPARTMENT	Text	100	ADMINISTRATION DEPARTMENT OF PRINTER
	STATUS	Text	5	STORAGE OF STATUS CODE FROM PRINTER
	ERROR LEVEL	Text	1	MOST RECENT STATUS A: Fatal B: Warning C: Information D: Default
	INFORMATION GETTING DATE AND TIME	Date/Time	8	DATE AND TIME AT WHICH INFORMATION WAS GOTTEN
ļ	INFORMATION UPDATE DATE AND TIME	Date/Time	8	DATE AND TIME AT WHICH INFORMATION WAS UPDATED
	AGENCY MEMO	Memo		MEMO IN AGENCY
STATUS INFORMATION	S/N	Text	10	EXTERNAL REFERENCE TO S/N IN PRINTER INFORMATION
	INFORMATION GETTING DATE AND TIME	Date/Time	8	DATE AND TIME AT WHICH INFORMATION WAS GOTTEN
	ERROR LEVEL		1	HISTORY STATUS FOR EACH PRINTER A: Fatal B: Warning C: Information
	STATUS	Text	5	MAIL TEXT SENT FROM NOMITOR AGENT
	TONER/INK REMAINING AMOUNT	Number	4	TONER/INK REMAINING AMOUNT IN PRINTER
	INK REMAINING AMOUNT 1	Number	4	INK REMAINING AMOUNT IN PRINTER (COLOR: BLACK)
	INK REMAINING AMOUNT 2	Number	4	INK REMAINING AMOUNT IN PRINTER (COLOR: YELLOW)
	INK REMAINING AMOUNT 3	Number	4	INK REMAINING AMOUNT IN PRINTER (COLOR: MAGENTA)
	INK REMAINING AMOUNT 4	Number	4	INK REMAINING AMOUNT IN PRINTER (COLOR: CYAN)
	INK REMAINING AMOUNT 5	Number	4	INK REMAINING AMOUNT IN PRINTER (COLOR: LIGHT CYAN)
	INK REMAINING AMOUNT 6	Number	4	INK REMAINING AMOUNT IN PRINTER (COLOR: LIGHT MAGENTA)
	TOTAL NUMBER OF PLANES	Number	4	TOTAL NUMBER OF PLANES
	IN TERMS OF MONOCHROME PRINT	Number	4	TOTAL NUMBER OF PRINT SHEETS IN TERMS OF MONOCHROME PRINT
[COLOR RATIO	Number	4	COLOR PRINT RATIO
	CONSUMABLES	Text _.	1	CONSUMABLE FLAG 1: CONSUMABLE 0: OTHERS
	PHOTOSENSITIVE UNIT	Number	4	REMAINING LIFE OF PHOTOSENSITIVE UNIT
	OIL ROLL	Number	4	OIL ROLL REMAINING AMOUNT
L	WASTE TONER	Number	4	WASTE TONER BOX USED AMOUNT

FIG. 29

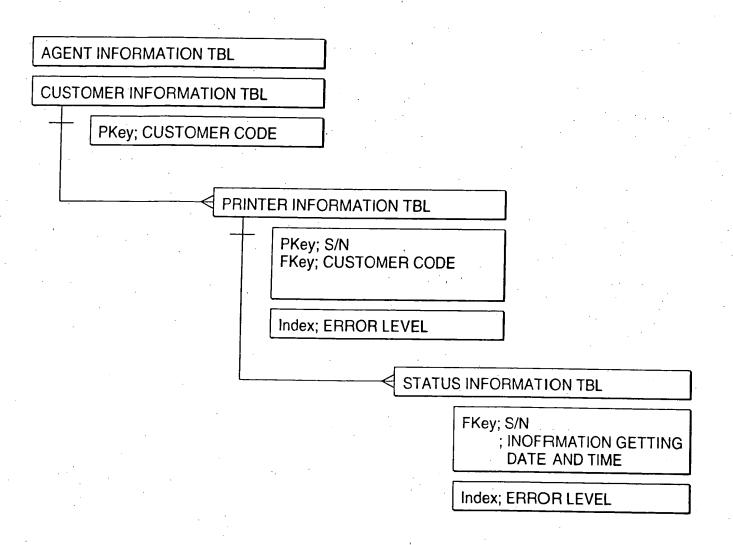


FIG. 30

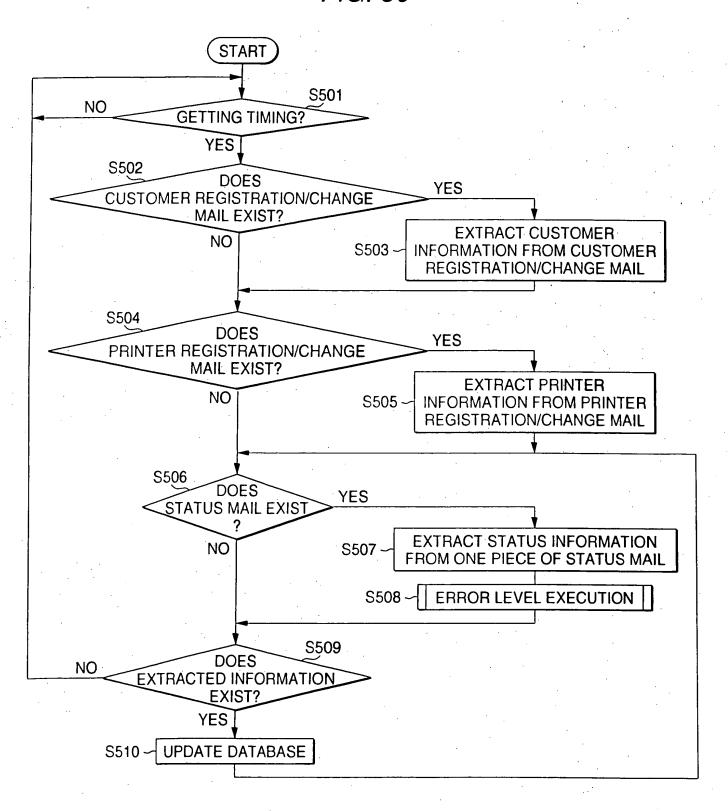
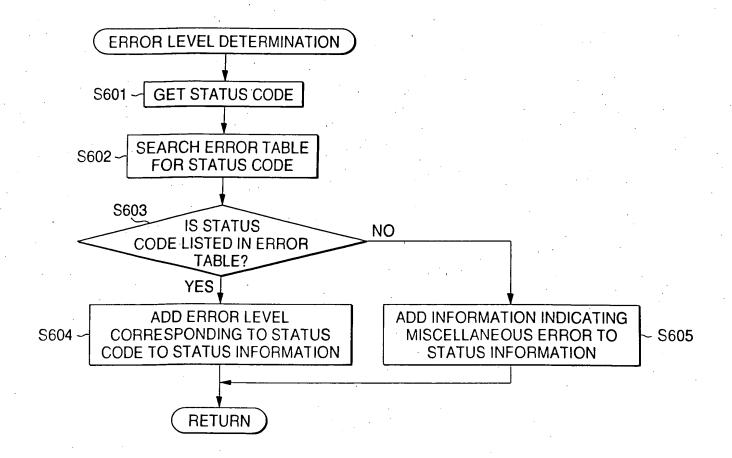
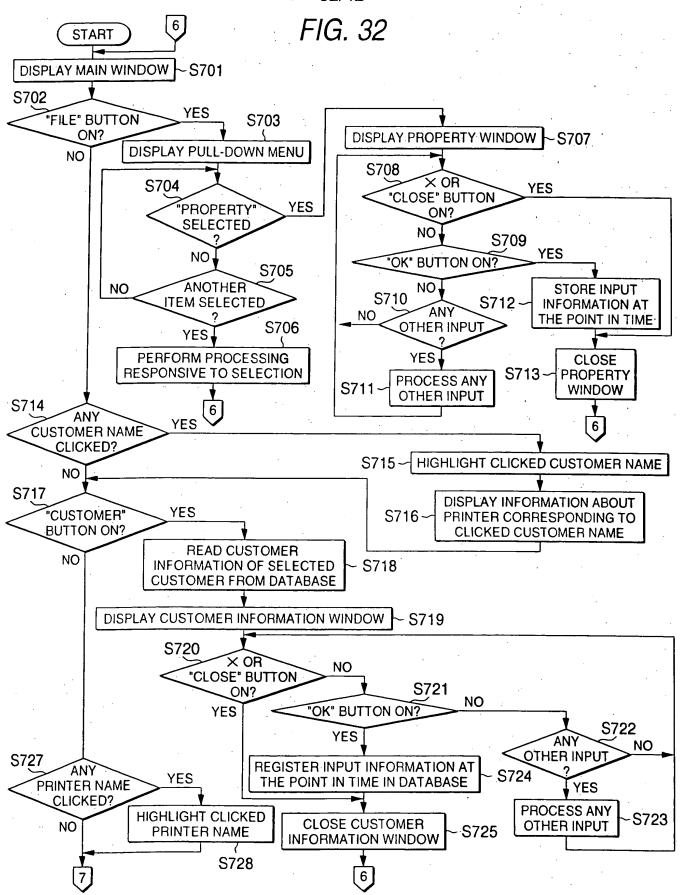
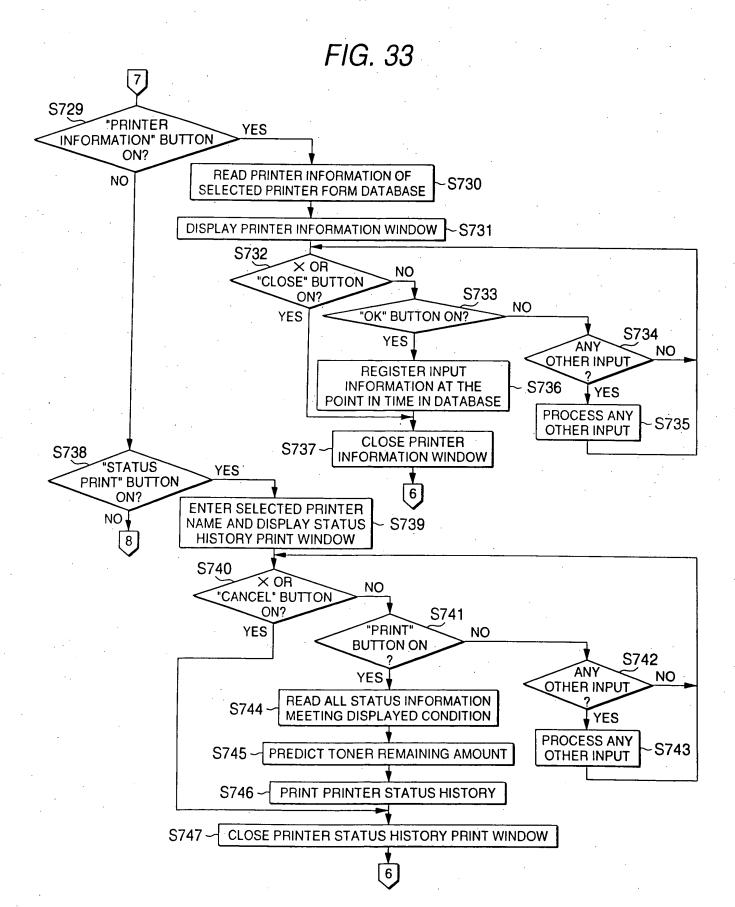
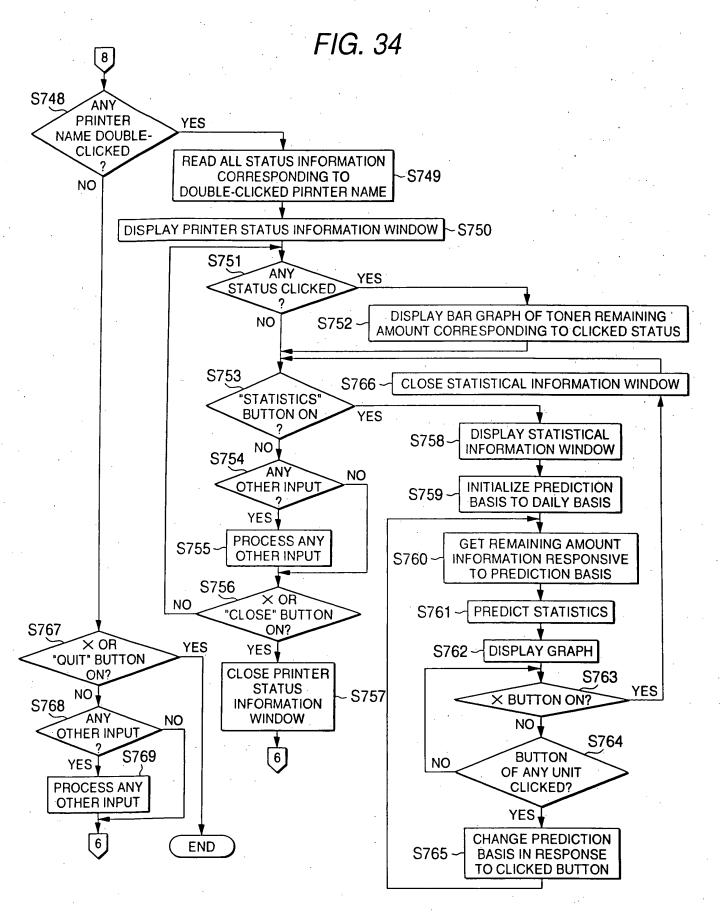


FIG. 31









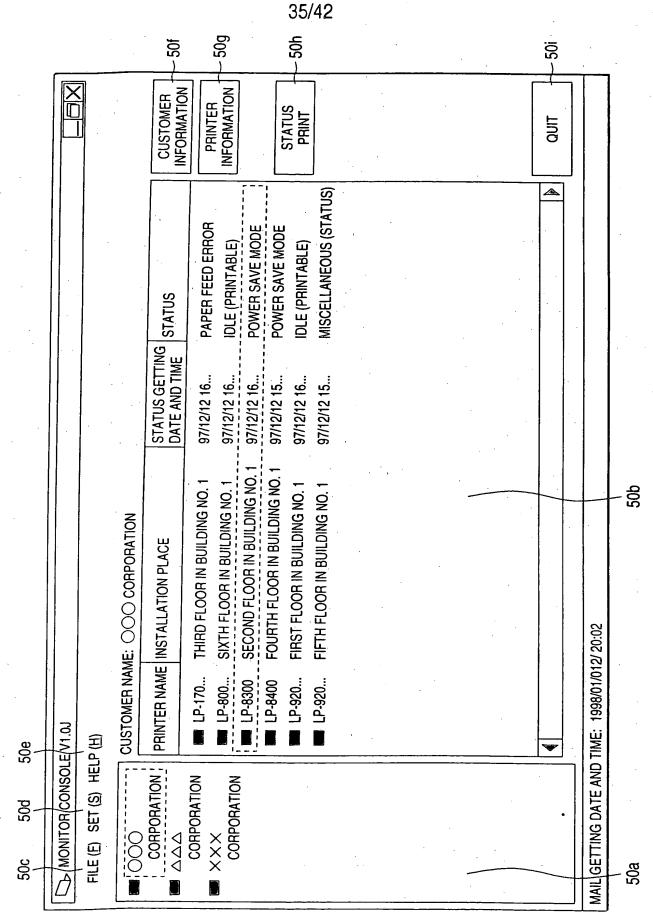


FIG. 36

□ PROPERTY	X
MONITOR —	OK
MAIL RECEPTION INTERVAL: HOURS 1 MINUTES	CLOSE
NON-RECEPTION DETERMINATION CRITERION	
⊚ TIMER SPECIFICATION: 24 HOURS	
O DAILY SPECIFICATION:	
LOG —	
TRANSMISSION LOG MAXIMUM SIZE: 1000 kBytes	

DELETE CUSTOMER CLOSE 웅 1 **ONCE EVERY DAYS** FAX NO.: FIG. 37 MINUTES OXA CORPORATION HOURS CUSTOMER INFORMATION CUSTOMER INFORMATION — TRANSMISSION INTERVAL: CUSTOMER NAME: ADMINISTRATOR: MAIL ADDRESS: AGENCY MEMO: ADDRESS: REMARKS: TEL NO.:

FIG. 38

TION			\boxtimes	
CUSTOMER NAME: OOO CORPORATION				
ON			OK]	
LP-8300	PRINTER TYPE:		OK CLOSE	
]		CLOSE	
			DELETE PRINTER	
	•		•	
		∇		
	ON ———	OO CORPORATION ON LP-8300 PRINTER TYPE:	OC CORPORATION ON LP-8300 PRINTER TYPE: C C C	

FIG. 39

	56a
STATUS HISTORY PRINT	X
PRINTER NAME: EPSON LP-9200S	OK
○ DATE SPECIFICATION ▼	
	· · ·

			STATUS IDLE (PRINTABLE) IDLE (PRINTABLE) IDLE (PRINTABLE) SUPPLY REQUIRED
			ERROR LEVEL 1 1 1 1 1 VALUE)
1997/11/04 11:21:54	(MAIL ADDRESS: aspa@xxx.xxx.co.jp)	80	TONER REMAINING AMOUNT ERROR 80% 70% 55% 38% (PREDICTED VALUE) 20% (PREDICTED VALUE)
StatusReport:	O△X CORPORATION (MAIL AD LP-9200s	PRINT PERIOD: 97/11/04 ~ 97/11/08	INFORMATION WAS GOTTEN AT: 97/11/04 12:30:00 97/11/05 12:30:00 97/11/06 12:30:00 97/11/07 97/11/08

	STATUS IDLE (PRINTABLE) IDLE (PRINTABLE) IDLE (PRINTABLE) IDLE (PRINTABLE) SUPPLY REQUIRED
1997/11/25 11:21:54)RESS: aspa@xxx.xxx.co.jp)	TONER REMAINING AMOUNT ERROR LEVEL 50% 1 42% 1 30% 1 10% (PREDICTED VALUE)
StatusReport: 11:21:54 ○△× CORPORATION (MAIL ADDRESS: aspa@xxx.xxx.co.jp)	PRINT PERIOD: 97/11/04 ~ 97/11/08 INFORMATION WAS GOTTEN AT: 97/11/04 12:30:00 97/11/14 12:30:00 97/11/18 12:30:00 97/11/25 12:30:00 97/12/02

FIG. 41

	5	4c	
STATUS INFORMATI	ON		
CUSTOMER NAME: OOO CORPORATION (PRINTER NAME:			CLOSE
LP-9200S)			HELP
TONER REMAINING AMOUNT: [] [] [] [] [] [] [] [] [] [] [] [] [] [
	39% S1	IATISTICS J.	· .
54b	54 e	54d	
DATE AND TIME	STATUS		DISPLAY ITEMS—
(i) 98/01/16 14:52:49	IDEL (PRINTABLE)		CONSUMABLES
i 98/01/16	IDEL (PRINTABLE)		⊚ ALL
14:20:25			· ·
·	•		
F.4.0			

FIG. 42A

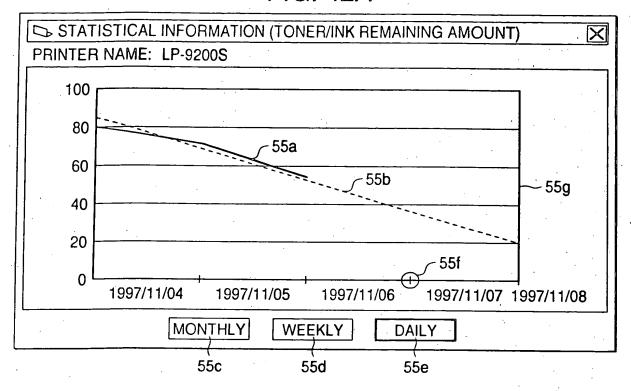


FIG. 42B

